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The County of Gloucester complies with all state and federal rules and regulations against discrimination in admission to, access to, or operations of its programs, services, and activities. In addition, County encourages participation of people with disabilities in its programs and activities and offers special services to all residents 60 years of age and older. Inquiries regarding compliance may be directed to the County's ADA Coordinator at (856) 384-6842/ New Jersey Relay Service 711.



Division of Transportation Services

GENERAL POLICIES & PROCEDURES

GENERAL STATEMENT

The Division of Transportation Services program, commonly referred to as the DTS program, under the Gloucester County Department of Health & Human Services Division of Human & Special Services, provides transportation services to senior citizens (60 years and older), persons with disabilities, rural residents, veterans, and low-income residents of Gloucester County. Service is provided fare-free to non-emergency medical appointments, vocational training sites, essential business needs and, on occasion to various recreational events or activities. Specific information regarding our services, including service restrictions and policies, is outlined within.

DTS reserves the right not to transport individuals who have the ability to utilize NJ Transit bus services, wither fixed route or Access Link Bus Services.

All services are provided fare-free. However, voluntary donation envelopes will be sent to the consumer for use.

RESIDENTS ELIGIBLE FOR SERVICE

- 60 Years or Older
- Persons with developmental/ intellectual/ mental and/or physical disabilities
- Low Income Residents
- Rural Residents
- Veterans

TRANSPORTATION SERVICES TELEPHONE NUMBERS

General Information: (856)686-8355 Hours: 8:00 AM - 4:00 PM

Scheduling: (856)227-7392 Dispatcher: (856)227-7392

New Jersey Relay Services: 711 or Toll Free @ 1(800)852-7897

Hours: 8:00 AM - 4:30 PM Hours: 7:00 AM - 4:30 PM

General Policies

1. DTS is a curb-to-curb service. Residents using the service must be able to meet the vehicle at the street level. DTS drivers are instructed and permitted to provide only minimal assistance to passengers. Those who cannot step into vans or who have severe mobility problems must provide their own aide and/or their own wheelchair, walker, etc., as necessary.
2. Passengers are not permitted to ride in the front seat(s) of DTS vehicles unless a passenger's disability makes it necessary to ride in the front seat, or passenger capacity required use of front seat. Permission for passengers to ride in the front seat must be approved by the driver.
3. All passengers are required to wear seat belts at all times.
4. Additional Passengers may not accompany approved riders unless the DTS Office gives prior approval (856-686-8355).
5. Children under 16 years of age must be accompanied by a responsible adult. Children under 18 months of age must be properly buckled into a federally approved child car seat regardless of where they ride in the vehicle. All children traveling on a DTS vehicle must comply with all state and federal requirements for transporting children (i.e., car seats, etc.). Safety seats are to be supplied by the parent/guardian.
6. Passengers will be picked up and dropped off at the same location unless other arrangements have been approved by the DTS Office (not the driver) in advance.
7. Drivers are instructed not to tolerate abusive behavior on the part of any passenger. Unbecoming behavior will result in the passenger being denied further service. Passengers should direct service problems and complaints to the Coordinator of DTS. Passengers should not direct their frustrations and/or complaints to drivers.
8. Drivers may not deviate from the scheduled trip. A driver may not stop at the bank, pharmacy, etc., unless arrangements have been made through the DTS office prior to the planned trip.
9. Please remember DTS is trying to get passengers to their appointments on time. Many factors can cause delays. DTS ask passengers to practice courtesy at all times and, when necessary exercise patience.

SERVICE AREAS

Service is provided to medical facilities and doctor offices in Gloucester County, Camden County and the City of Philadelphia as outlined in Attachment A. THERE IS NO ROUTINE SERVICE OUTSIDE OF GLOUCESTER COUNTY ON FRIDAY. Service to Philadelphia is limited to morning appointment (9:30am-10:00am), Monday through Thursday.

Out-of-County transportation is provided only when the specific need cannot be addressed by medical facilities within Gloucester County (See Attachment A-Out-of-County Policies).